

FOR IMMEDIATE RELEASE

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Electric Complaints to PUCT Hold Steady in 2007

Austin, Texas, March 13, 2008 –The total volume of electric complaints filed by consumers with the Public Utility Commission of Texas (PUCT) in Calendar Year 2007 decreased by 7% from 2006 volumes. Summarized by Regulatory Compliance Services, an Austin, Texas based consulting firm, the 2007 Year End Scorecard also reveals that the PUCT investigated 8,673 electric complaints in calendar year 2007 compared to 8,666 in 2006. Investigations related to Retail Electric Providers (REPs) accounted for 6,647 of the 8,673 complaints. Complaint volumes are well down from 2003 levels when more than 12,000 REP complaints were investigated at the PUCT. The PUCT staff determined that REPs violated commission rules on approximately 12% of the complaints investigated in 2007, up from 6% in 2005 and 10% last year.

Billing issues accounted for almost 4,339 of the REP complaints received related to retail electric service which is a decrease of over 19% from the 2006 volume. There were over 416 slamming complaints investigated in 2007, an increase of over 60% from the volume in 2006. Slamming is the unauthorized switching of a customer's service provider. However, of interest is the fact that the PUCT staff determined that slamming violations occurred in over 25% of all slamming complaints investigated. Only 12% of investigated billing complaints were found to be violations.

A listing of Retail Electric Providers with PUCT complaint activity in 2007 and their complaint violation rates for 2007 is presented below. Violation rates are calculated on the number of PUCT complaints investigated and closed, not on the sheer number of complaints received by the PUCT. Retailers with no complaint activity in 2007 will not be listed in this table. The tables have been segregated to rank companies based on the volume of complaints received.

REPs	Total Investigations Closed	2007 Violation Rate (E)/(F)
FREEDOM GROUP, LLC	108	68.52%
AFFORDABLE POWER PLAN, LP	21	57.14%
W POWER AND LIGHT, LP	10	40.00%
COMMERCE ENERGY, INC.	308	39.61%
NATIONAL POWER COMPANY, INC.	63	38.10%
CHAMPION ENERGY SERVICES, LLC	12	25.00%
SPS	47	23.40%
PRE-BUY ELECTRIC, LLC	39	23.08%
FIRST CHOICE POWER RETAIL, L.P.	641	21.06%
ELECTRIC NOW, LP	19	21.05%
TEXAS POWER, L.P.	21	19.05%
ACCENT ENERGY TEXAS LP	111	17.12%
STREAM GAS & ELECTRIC, LTD	310	17.10%
STRATEGIC ENERGY, L.L.C.	24	16.67%
TARA ENERGY, INC.	26	15.38%
Spark Energy	35	11.43%
STAR ELECTRICITY LLC	45	11.11%
AEP	11	9.09%
SUEZ ENERGY RESOURCES NA, INC.	11	9.09%
GEXA ENERGY, LP	427	8.90%
VEGA RESOURCES, LLC	23	8.70%
TXU	2,034	8.41%
Direct Energy	973	6.78%
JUST ENERGY TEXAS, LP	15	6.67%
Reliant	1,038	6.45%
CIRRO GROUP, INC.	88	5.68%
AMBIT ENERGY, L.P.	39	5.13%
GREEN MOUNTAIN ENERGY COMPANY	104	3.85%
Subtotal	6,603	12.86%

REPs	Total Investigations Closed	2007 Violation Rate (E)/(F)
ALLIANCE POWER COMPANY, LLC	1	100.00%
AMERIPOWER, LLC	1	100.00%
ANDELER CORPORATION	1	100.00%
BRIDGEPOINT POWER & LIGHT, LLC	1	100.00%
DPI ENERGY, LLC	1	100.00%
UTILITY CHOICE, LP	1	100.00%
MXENERGY ELECTRIC, INC.	2	50.00%
NEW MEXICO NATURAL GAS, LP	2	50.00%
LIBERTY POWER TEXAS LLC	6	33.33%
HUDSON ENERGY SERVICES, LLC	4	25.00%
TEXPO POWER, LP	4	25.00%
HWY 3 MPH, LLC	5	20.00%
ECONNERGY ENERGY COMPANY	8	0.00%
CONSTELLATION NEW ENERGY, INC.	2	0.00%
TRIEAGLE ENERGY, L.L.C.	2	0.00%
BRILLIANT ENERGY, LLC	1	0.00%
Entergy	1	0.00%
VANTAGE POWER SERVICES, LP	1	0.00%
APNA HOLDINGS, LLC		0.00%
Subtotal	44	29.55%
Total for all REPs	6,647	12.97%

Companies found to be violating commission rules are subject to formal enforcement actions which could result in the imposition of administrative penalties.

A copy of the full report may be obtained from Regulatory Compliance Services at <http://www.your-rcs.com/YearEnd.htm>

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